

SERVICE DELIVERY PLAN

April 1, 2002 – March 31, 2005



PUBLIC GUARDIAN
AND TRUSTEE OF
BRITISH COLUMBIA

**To: The Honourable Geoff Plant
Attorney General**

Pursuant to s.22 (3) of the *Public Guardian and Trustee Act*, I have the honour of delivering the Service Delivery Plan for the Public Guardian and Trustee of British Columbia.

This plan covers the period April 1, 2002 to March 31, 2005.

Public Guardian and Trustee of BC

Date

**To: Jay Chalke
Public Guardian and Trustee**

Pursuant to s.22 (1) of the *Public Guardian and Trustee Act* I approve the attached Service Delivery Plan for the Public Guardian and Trustee of British Columbia.

Attorney General

Date

Pursuant to s.22 (3) of the *Public Guardian and Trustee Act*, I certify that the attached Service Delivery Plan for the Public Guardian and Trustee of British Columbia has been approved by Treasury Board.

Secretary to the Treasury Board

Date

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Preface to the 2002-2005 Service Delivery Plan

This revised 2002-2005 Service Delivery Plan is being published nearly a year after the performance criteria on which it was initially based were developed by the PGT. The original plan, delivered to the Attorney General in December 2001 in accordance with statutory requirements, was not considered by Treasury Board due to uncertainties regarding the fiscal projections for the years 2003/04 and 2004/05.

In the intervening this year, the PGT has undergone a detailed examination of its operations as part of the Government's Core Services Review process. While the Core Services Review strongly affirmed the overall mandate of the PGT, some adjustments in the way PGT services are delivered were recommended. As a result of those recommendations and related findings, the 2002-2005 Service Delivery Plan was redeveloped part of the way through 2002/2003. This redevelopment occurred at the same time the 2003-2006 was being developed and in large measure was overtaken by that process. The two three-year plans therefore are constructed along very similar lines, containing the same goals and objectives and, with only minor exceptions, the same textual information. The only notable difference lies in the performance measures. The 2002-2005 Plan contains performance measures stemming from both the revised and original Service Delivery Plan. In the 2003-2006 Plan, the changes have been consolidated and measures that will not be used in ongoing performance planning have been eliminated.

I. OVERVIEW OF PUBLIC GUARDIAN AND TRUSTEE SERVICES

A. MISSION

The Public Guardian and Trustee of British Columbia (PGT) promotes and upholds the legal rights of children and adults; safeguards their financial interests; addresses the personal care needs of adults requiring assistance in decision-making; and administers the estates of deceased and missing persons.

B. MANDATE

The PGT carries out a unique and critical role in the broader justice system of British Columbia. It ensures that independent legal protection and related financial and personal care decision-making services are provided to persons for whom the Crown – often through the courts – has, through the doctrine of *parens patriae*, assumed legal responsibility. It also acts more broadly as substitute decision maker for incapable adults who have no one else able to provide assistance. The PGT is a key player in the “supportive social infrastructure” of the province of British Columbia.¹

British Columbians become clients of the PGT through legislation, court order, will, or trust deed. In most instances, the PGT is mandated by statute or court order to provide service. The principle statutes governing the mandate, powers, and duties of the PGT are:

- | | |
|--|---|
| ▪ <i>Adult Guardianship Act</i> | ▪ <i>Infants Act</i> |
| ▪ <i>Child, Family and Community Services Act</i> | ▪ <i>Insurance Act</i> |
| ▪ <i>Employment Standards Act</i> | ▪ <i>Insurance (Motor Vehicle) Act</i> |
| ▪ <i>Estate Administration Act</i> | ▪ <i>Patients Property Act</i> |
| ▪ <i>Estates of Missing Persons Act</i> | ▪ <i>Power of Attorney Act</i> |
| ▪ <i>Family Relations Act</i> | ▪ <i>Public Guardian and Trustee Act</i> |
| ▪ <i>Health Care (Consent) and Care Facility (Admission) Act</i> | ▪ <i>Representation Agreement Act</i> |
| | ▪ <i>Trust and Settlement Variation Act</i> |
| | ▪ <i>Wills Variation Act</i> |

The PGT carries out its responsibility to the people of British Columbia in a number of distinct roles. Some of these roles can be traced back to the early common law and some have arisen relatively recently with the passage of new legislation. Each makes use of the unique combination of legal, financial and social services expertise of the PGT in distinct ways. These roles are:

- **Trustee** - appointed by statute, deed, will or court order to protect the financial interests of minors and incapable adults in respect of certain property.
- **Committee** - appointed by court order or certificate to make financial and legal decisions for an adult requiring assistance in decision-making, or to make decisions regarding an incapable adult's personal and health care needs.
- **Guardian of Estate** - appointed by court order or statute to protect the legal and financial interests of minors, primarily those in the continuing care of the province.

¹ A “supportive social infrastructure” is Goal 2 in the 2002-2005 Strategic Plan of the Government of British Columbia.

- **Temporary Substitute Decision-Maker** - designated under the *Health Care (Consent) and Care Facility (Admission) Act* to act as the temporary substitute decision-maker for an adult when the adult is incapable of providing consent to health care and there is no committee, representative or family member legally authorized to do so on his/her behalf. The PGT may also authorize others to make legally effective health care decisions on behalf of adults who are incapable.
- **Official Administrator** - appointed under the *Estate Administration Act* to administer estates of deceased persons in cases where no family member or other eligible person is willing and able to act as administrator. In addition, as Official Administrator under the *Estates of Missing Persons Act*, the PGT acts as curator by court appointment for missing persons where no one else is determined to be more suitable to do this.
- **Monitor of Private Committees and Other Private Arrangements** - appointed under the *Public Guardian and Trustee Act* to investigate complaints regarding attorneys acting under a Power of Attorney, under the *Patients Property Act* to monitor the activities of private committees, and under the *Representation Agreement Act*, to investigate complaints regarding representatives.
- **Reviewer of Settlements of Claims for Damages Brought by Minors and Incapable Adults** - appointed under the *Infants Act* to exercise quasi-judicial authority to approve settlements of up to \$50,000 for unliquidated damage claims brought by minors. For settlements over \$50,000, the PGT provides written comments to the court as part of the court's review of the settlement. Under Supreme Court Rule 6(14), the PGT may also provide recommendations to the court regarding the settlement of an incapable adult's claim for damages. The majority of claims are related to injuries suffered in motor vehicle accidents.
- **Guardian ad Litem** - appointed under the *Public Guardian and Trustee Act* to act as guardian for litigation purposes in cases where a minor, or a mentally incapable adult, requires a litigation guardian and there is no one else willing or able to fulfill that responsibility.

There are public trustee and public or official guardian offices in almost every Canadian jurisdiction. They are at the same time recognizably similar and noticeably varied. In the smaller jurisdictions, the roles are usually more narrowly focused, with more work being done by the courts and government departments. In the larger jurisdictions, the differences are more pronounced, with legislative mandates adding new and broader fields of service. In Alberta and Quebec, for instance, the Public Guardian and Public Curator respectively, each have very strong mandates to provide personal decision-making services for adults and carry this out through a number of regional offices. Ontario by contrast, places a great deal of emphasis on the protection of children's personal rights, which it achieves through the Office of the Children's Lawyer, and on last resort intervention in respect of adults carried out through the Public Guardian and Trustee. British Columbia can best be described as offering a mid-range of services with recent legislative changes adding somewhat to the PGT's mandate to provide adult protective services. Legislative changes proposed by Prof. McClean in his recent Review of Representation Agreements and Powers of Attorney, would modestly add to this mandate.

C. VALUES

Six major values underpin the work of the PGT – client-centered service, respect, innovation, teamwork, openness, and staff support.

Clients are at the centre of PGT services and the PGT strives to ensure that services are individualized, equitable and accessible. In managing the personal and health care decision-making of adults who are unable to make these decisions themselves, the PGT honours the principles of self-determination and autonomy. Staff members are encouraged to be innovative in designing support services that are the least restrictive and intrusive as possible. Court processes are used as a last resort. Accountability to clients, their families and the public is maintained through transparency in all activities. Annual public reporting on all aspects of PGT performance, as required by the *Public Guardian and Trustee Act*, ensures accountability to clients, government and the public.

Staff members are acknowledged as the PGT's greatest resource. They are recognized and appreciated for their expertise and professionalism, as well as their teamwork and consultation skills. The PGT is committed to the on-going development and training of all its staff members.

II. GOVERNANCE, ACCOUNTABILITY, AND ORGANIZATIONAL STRUCTURE

A. GOVERNANCE

The PGT is a corporation sole independently authorized by the *Public Guardian and Trustee Act*, to carry out the fiduciary functions of the office. A corporation sole is a form of corporation embodied in a single person with no board of directors. The Public Guardian and Trustee is appointed by the Lieutenant Governor in Council for a period of six years, renewable once. The current Public Guardian and Trustee of British Columbia, Jay Chalke, was appointed February 28, 2000.

The Public Guardian and Trustee has authority under the *Public Guardian and Trustee Act* to appoint one or more deputies. There is one Deputy Public Guardian and Trustee, Catherine Romanko, who is also the Director of Legal Services. Employees hired by the Public Guardian and Trustee are appointed under the *Public Service Act*.

B. ACCOUNTABILITY

The PGT is accountable through the Attorney General to the government and the legislature for the conduct of the corporation. Each year by December 31st, the PGT must submit a three-year Service Delivery Plan for approval by the Attorney General and Treasury Board. In addition, the PGT must report on its operations under the Service Delivery Plan by September 30th and present this as part of its Annual Report. The Annual Report includes financial statements audited by the Auditor General and a statement by the Auditor General on the PGT's performance report. The Attorney General is required to table the Annual Report in the Legislature.

C. ORGANIZATIONAL STRUCTURE

The PGT is structured into three major divisions corresponding to its service lines and client groups. These are:

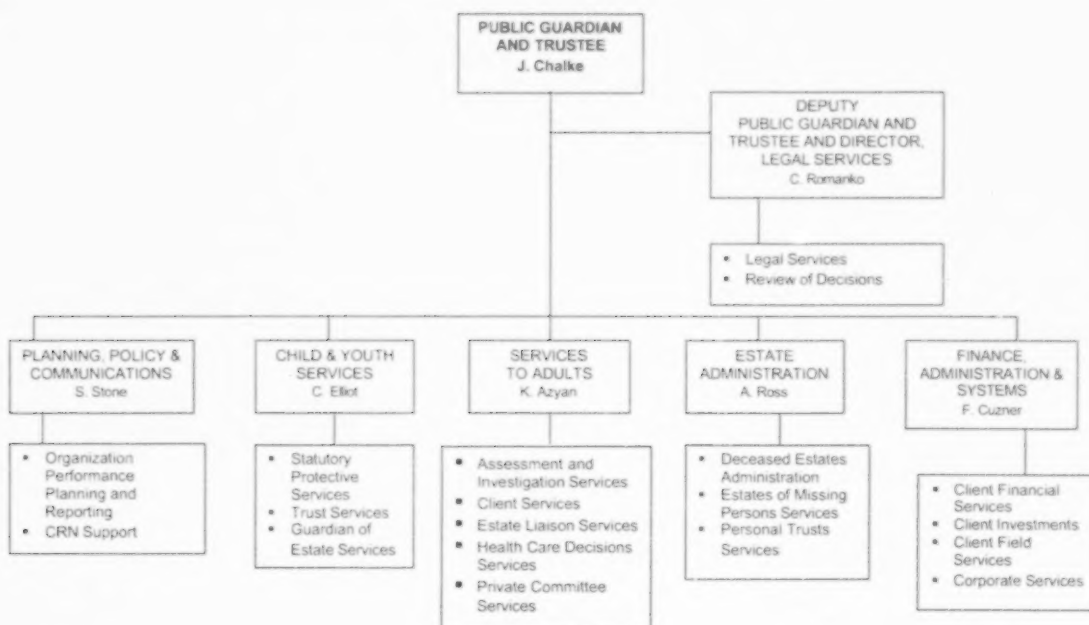
- Child and Youth Services
- Services to Adults
- Estate Administration

There is as well a small Planning, Policy and Communications Division and a Finance, Administration and Systems Division.

The PGT is a highly operational agency. Even within the Finance, Administration and Systems Division, many employees provide direct client support through activities such as paying clients' bills, assisting with client investment plans and investigating and securing physical assets on behalf of clients.

The organization chart of the PGT follows:

**PUBLIC GUARDIAN AND TRUSTEE OF BRITISH COLUMBIA
ORGANIZATIONAL CHART**



* as at October 1, 2002

D. PROGRAM AREAS

The PGT provides services through three program areas:

1. Services to Children and Youth

The PGT protects the legal and financial interests of minors, and acts in the roles of Trustee, Guardian of Estate, and Litigation Guardian. The average age of clients is 14 years. The 28 employees of the Child and Youth Division, work directly with children and youth, as well as with their parents to ensure that a minor's interests are protected and their needs met.

The PGT carries out a statutory responsibility to protect the legal interests of minors in litigation by reviewing proposals for settlements of personal injury claims and by receiving and reviewing notices of legal proceedings that potentially affect children's property. The PGT also acts as Guardian of Estate for the approximately 5,800 children who are in the continuing custody of the province. The PGT works with MCFD staff and the Director of Child Protection in a shared guardianship arrangement: MCFD deals with the personal guardianship of the child and the PGT with the guardianship of the child's estate. The PGT's role is to provide overall protection of the child's legal and property rights, including identifying and securing any entitlements or benefits owing to the child and providing trustee services.

Services to Children and Youth administer trusts on behalf of more than 12,000 children and youth. The total value of trust assets administered by the program is \$178 million, with the average value of a trust account being approximately \$16,000. Trust monies are received by the PGT on behalf of children largely as a result of damage claims (e.g., motor vehicle accident or malpractice suits), or from a bequest or inheritance under a will or estate. In the case of claims arising from motor vehicle accidents, a significant number of clients are 16, 17 and 18-year-old drivers for whom the PGT acts as trustee for only a brief period. Funds are released to the client when he or she turns 19. Because of the potential for conflicts of interest, current BC law does not name a minor's parents as the trustee of monies belonging to the minor unless appointed under a trust instrument, will, or by court order. In the future, legislative changes identified during the Core Review process will permit more parents to act as trustee for children's funds in cases where the sum is relatively small.

a) Trends

- There has been a significant increase in the number of children and youth served over the past five years. Most of the increase can be attributed to improved referrals by ICBC in respect of litigation settlement proposals and trust fund awards; and by MCFD in making guardian of estate appointments.
- Since 1997, employers of child entertainers have been required by the Director of Employment Standards to direct 25% of gross earnings in excess of \$5,000 for child performers under the age of 15 to the PGT. The PGT currently holds in trust \$2.32M for approximately 400 child entertainers.
- There has been a shift towards the use of structured settlements for large awards or settlements. It is also becoming more common that private trustees are appointed to manage these trusts, with a small lump sum directed to PGT's office for administration.

b) Changes in Practice

- Recent changes in policy have emphasized providing information to families to ensure that they understand that released funds are to be used only for the maintenance, education or benefit of the child.
- Individualized client investment planning for children has been expanded. Children for whom the PGT holds \$100,000 or more have an individualized investment plan.
- Under the *Child, Family and Community Service Amendment Act, 2002*, the PGT has been given increased responsibilities as Guardian of Estate. In particular, the PGT must now review whether a non-parent whom MCFD wishes to appoint as guardian of the person of a child that has been in continuing custody, is also an appropriate choice to be guardian of the child's estate.

c) Challenges

- Some laws dealing with the rights of children and the role of the PGT in relation to children are anachronistic and some contain largely obsolete provisions. Until comprehensive reforms are initiated, the PGT is constrained in its ability to respond to requests by children and families who wish to have greater involvement and self-determination in the services they receive.
- The devolution of MCFD child protection and personal care guardianship services to regional authorities and the creation of aboriginal authorities requires on-going adjustments to PGT interactions with service agencies, particularly regarding shared guardianship issues.

2. Services to Adults

The PGT has the statutory responsibility to protect the legal rights and personal and financial interests of adults who are unable to manage their affairs independently. The PGT acts on a last resort basis and seeks to balance the rights of self-determination and independence with the need for protection. The majority of the 8,700 clients served over the 2001/2002 year by the Division have diseases of aging. Other clients have mental illnesses, developmental disabilities or brain injuries. Clients live throughout the province, with the highest concentration in the Lower Mainland, Victoria and the Okanagan. An average of 90 employees directly deliver this program with support from other staff including those within the Finance, Administration and Systems Division.

Adult clients are served through five teams:

- Assessment and Investigation Team – is the first contact most adults have with the PGT. The team assesses whether PGT services are required, investigates reports of financial abuse of adults who may be incapable, and consults with community and family members on abuse and neglect issues. Approximately 800 investigations are carried out each year. Half of these are resolved through measures that do not require the PGT to assume an on-going authority. In the other half, the PGT does assume authority. An additional 1,000 consultations occur in which direction and advice is provided about ways to support or assist a vulnerable adult.

- Client Services Team – provides last resort decision-making services to adults in vulnerable situations through a variety of roles including Committee of Estate, Committee of Person, Power of Attorney, Representative, and Pension Trustee. When appointed Committee of Estate under the *Patients Property Act*, the PGT deals with the adult's financial and legal affairs, including managing income, investments and property, paying bills, securing assets and dealing with litigation issues. A Committee of Person deals with the health and personal care needs of an individual. The Client Services Team manages approximately 3,600 client estates and receives 450 new authorities per year. Case managers serve an average of 250 clients each, with the majority of estates having a value of less than \$10,000.
- Estate Liaison Team – coordinates completion of PGT involvement in a client's affairs and releases property under administration. This occurs when the PGT no longer has authority for an individual because the individual has become capable of managing their own affairs, someone else has been appointed as Committee, or the client has died.
- Health Care Decisions Team – provides health care consent decision-making for adults who are unable to understand the decision required and have no available family to act as their legally authorized decision-maker. The Health Care Decisions Team makes over 500 health care decisions per year, in addition to authorizing non-family members, such as close friends of the adult, to act as Temporary Substitute Decision Makers.
- Private Committee Team – protects the activities of private committees appointed by the court to manage the affairs of adults who are unable to make their own financial, legal and/or personal and health care decisions. The team screens applications for new committees, conducts periodic accounting reviews, provides guidance to committees, clients and family members, and undertakes investigations when concerns are reported. The team monitors approximately 2,400 private committees that have an average asset value of \$300,000.

a) Trends

- Over the past five years, the Client Services Team has seen a 20% increase in the number of new files opened on an annual basis. At the same time the overall number of client files has remained relatively stable. This discrepancy is due to the shorter duration of many of the newer committee appointments, the majority of which concern seniors of advanced age. This trend has workload implications, however, as the most active period of a committee ship usually occurs during the first months.
- Increased public awareness of adult guardianship issues has produced both a high demand for information and an increase in the number of requests for investigations. The Assessment and Investigation Team is increasingly seen as a resource for other community agencies delivering services under Part 3 of the *Adult Guardianship Act*. There are also a rising number of instances where AIS uses the PGT's new authority under s. 19 of the *Public Guardian and Trustee Act* to take measures to protect the assets of an adult where they may be at risk.
- Service provision has grown increasingly more involved and complicated due to the variety of assets held (i.e. investments, property, debt); more interaction with clients and families in developing individualized case plans; more contentious family disputes; and fewer clients in institutionalized settings.

- The role of Temporary Substitute Decision Maker (TSDM) under the *Health Care (Consent) and Care Facility (Admission) Act* is reducing the need for the PGT to be appointed "committee of person" in order to make health care decisions.
- The number of applications for private committee appointments is modestly declining. This is believed to be due to expanded awareness of incapacity planning alternatives including the use of Representation Agreements and Enduring Powers of Attorney.

b) Adult Service Delivery Changes Over the Past Five Years

- In 1998, Adult Services Division was restructured and a self-directed team model created for the purpose of improving the quality and timeliness of decision-making.
- Written policies, procedures and manuals have been developed to support the self-directed team model of decision-making.
- New performance standards have been established for client visits and other services.
- Partial proclamation of the Adult Guardianship statutes in February 2000, introduced new roles and responsibilities as well as guiding principles that have helped shape service standards in Adult Services Division.
- A new team was created to respond to health care decisions where the PGT is acting as Temporary Substitute Decision Maker.
- Private Committee Services has developed a risk assessment model to assist in determining the level of monitoring appropriate for each person under private committeehip.

c) Challenges

- Staff in Adult Services are involved in unique and complex work. Their recruitment, training and retention remains an on-going priority.
- Reduced access to certain types of community support services means that some individuals who could otherwise manage in the community have few options other than placement in a care facility. If the adult rejects this option, community agencies providing assistance to the adult are increasingly turning to the PGT for help in determining whether the adult should be declared incapable of making this decision about their own personal care.
- Where facility placement is the most appropriate and preferred option, difficulties and delays in securing appropriate care facility placements for incapable adults will continue until the sections of the *Health Care (Consent) and Care Facility (Admissions) Act* dealing with facility admission are proclaimed.
- Inconsistency in the way incapacity is dealt with in *Patients Property Act* and the more recent Adult Guardianship Statutes, leads to different results depending on the type of application being made. Significant legislative reform is still needed to resolve these contradictions and improve public and professional understanding.
- Lack of a regional service delivery model continues to mean higher costs for clients and their families living outside of the Lower Mainland.

3. Services to Estates

The PGT provides Estate Administration Services throughout the province of British Columbia, delivered by 29 staff and additional service contractors.

- Deceased Estates Administration

As Official Administrator for British Columbia, the PGT administers the estates of more than 2,000 persons who have died with no one willing or able to administer their estates or where the heirs are unknown. The PGT also administers estates where the heir is a Committee client or the PGT is Guardian of a minor heir's estate. As well, the PGT acts as Executor when named in a will.

- Estates of Missing Persons

The PGT acts as Curator for persons who are missing as defined in the *Estates of Missing Persons Act*. These are rare and the PGT is currently Curator for just 7 persons.

- Personal Trusts

The PGT acts as Trustee for approximately 250 trusts established for living persons. The PGT agrees to act as Trustee when the beneficiary is an incapable adult or minor and there is no other party willing and able to act as Trustee.

a) Trends

- Concerted efforts to improve service delivery standards and reduce the historic backlog have meant that over the past 5 years, an average of 700 files have been closed annually. In the same period, an annual average of 500 new estate files have been opened.
- After several years of growth, the caseload of personal trust files has recently stabilized at approximately 250.

b) Service Delivery Changes

- The use of modern technology and the internet have provided increased access to external databases that have improved the identification of next-of-kin. As a result, the PGT can more quickly locate family members able to assume responsibility for administering estates. The PGT is also able to keep heirs around the world better and more efficiently informed.

c) Challenges

- Resource-pressed outside agencies are increasingly seeking PGT involvement in administering estates where in the past they would deal with some matters themselves.
- Protection of privacy legislation in many jurisdictions has formalized the collection of information needed by the PGT. This has made it more difficult, expensive and time-consuming to determine the identity of heirs and other family members.
- An increasingly complicated tax system for deceased estates and an increase in the time taken by the Canada Customs and Revenue Agency to issue final tax clearances adds significantly to the time taken to administer estates.

- Changing immigration patterns over the past 10 – 15 years have led to the need for new types of expertise in locating heirs in the countries of origin of recent immigrants.
- Changes to the policies, practices and business processes of Estate Administration resulting from the Core Services Review will require considerable internal effort as well as creating a public relations challenge. Some public resistance can be expected to the proposed 100% cost recovery fee schedule and to the new ability of the PGT to refuse to administer estates where it is not in the public interest to do so.
- Estate Administration must constantly reassess the balance of resources it applies to the competing objectives of improving current service standards and reducing the backlog of files inherited from the former official administrator program.

III. ENVIRONMENTAL SCAN

A number of significant societal trends affect the work of the PGT:

- **Changes in Population Demographics** – As one of the fastest growing population groups in Canada, the overall proportion of seniors (65+) will continue to rise from 12% in 1995 to an estimated 23% by 2041.² In 1995, women made up the largest share of the senior population comprising 55% of those 65 and over, and 70% of those 85 and over.

In British Columbia in 1995, the proportion of seniors was very near the national average, with Victoria at 18% having a somewhat higher concentration than Vancouver at 12%. This contrasted with populations of 10% and 9% respectively in Edmonton and Calgary.

Most seniors live at home and a substantial proportion, particularly women, live alone. At the time of the 1991 census, only 8% of seniors lived with members of their extended families and another 8% lived in institutions.

From 1981 to 1995 the average income of seniors rose by 16%. In the under 65 population, there was almost no change in income. Almost all of the increased income for seniors was attributed to employment-based pension plans. The proportion of low-income seniors has consequently fallen, except for single women, 53% of whom are considered to be low-income. Old Age Security benefits including Guaranteed Income Supplements, continue to provide the largest overall sources of income for seniors.

To respond to these population changes, the PGT has needed to develop more sophisticated financial management practices to deal with the greater relative wealth of its clients who are seniors. In addition, the PGT has needed to greatly expand its connections to community-based service agencies to ensure that seniors living in their own homes continue to receive the care they need. The continued need for services linked to the growing population of seniors can be expected to remain a major factor in service delivery planning for several decades.

- **Changes in Pharmacological and Medical Technology** – The development and use of medical technology near the end of life and the widespread use of medication to treat persons with mental illness are two major health care trends that affect the services provided by the PGT.

The social debate on the application of new medical technology at the end of life has not kept pace with the development of medical technology. Lack of broad public consensus in this area adds to the uncertainty regarding treatment decisions when the PGT is acting as the substitute decision-maker for adults who are unable to give or refuse consent to their health care and who have no available family members.³ The new *Health Care (Consent) and Care*

² This figure, and other statistics relating to the population of seniors, were taken from, "A Portrait of Seniors in Canada," published by Statistics Canada using information collected during the 1991 Census and selected more recent data.

³ The need for further attention to this area was identified by the British Columbia Law Institute in its "Terms of Reference for a Possible Project on Health Care Decisions and End-of-Life Issues" (July 2001), and alluded to by the Ministry of Health Services in its "Discussion Paper on a Provincial Strategy of End-of-Life Care in British Columbia" (October 2002).

Facility (Admissions) Act, has resulted in the PGT being called on to make such decisions more frequently.

In the mental health field, the inconsistency of available community mental health supports contributes to some clients' periodic inability to manage their property and results in repeated certifications under the *Patients Property Act*. This "revolving door," while less well known than the *Mental Health Act* "revolving door," can also result in multiple short-term interventions.

- **Development of a Rights Conscious Society** – The current emphasis in society on individual rights has led to questioning of certain social practices and behaviors. Historically, the PGT was able to exercise a very wide administrative discretion with broad but ill-defined responsibilities. Over the past twenty years, the PGT has had to gradually formalize and structure its administrative discretion, emphasize due process, and more actively use oversight and accountability tools to ensure that respect for clients' rights can be demonstrated. In addition, there are higher expectations that the PGT will investigate on behalf of individuals where an alleged violation of rights occurs in the conduct of private arrangements.
- **De- Institutionalization** – Unlike institutionalized clients thirty years ago, most PGT clients today live in the community or in small public or private facilities such as group homes. The diversity of individual client living situations means a higher demand for more frequent and varied payments of living expenses including rent, telephone, hydro, etc., than were previously needed when most clients were long-term institutional residents. Furthermore the range of issues – legal, financial and personal care – is far broader for a community-based clientele.
- **Growing Recognition of Abuse and Neglect of Adults** – Society's recognition of abuse, neglect and self-neglect of adults in vulnerable situations is still in its early stages. There is an increasing appreciation of the impact of such abuse. Part 3 of the *Adult Guardianship Act* reinforces public expectations that the PGT will be actively involved in working with communities to prevent or redress incidences of abuse.
- **Public Sector Restructuring** – Major changes are underway in the health care, social services and legal services fields. The organization of services, the manner of delivery, the resources available and the nature of the services themselves are all changing. For the PGT this means developing new working relationships with community partners such as the new interim child protection authorities and adult community living agency. It also means that some clients, particularly seniors, face a narrower range of options and fewer resources when making decisions about such matters as their present and future living arrangements.

In the area of children's legal rights, reductions to legal aid and to the independent administrative review agencies dealing with child protection and welfare matters, may result in the PGT becoming involved in situations where historically, it was not involved. For instance, in custody and access disputes the former Child and Family Advocate had authority to intervene in selected cases to act as counsel to the child to ensure that the child's views were independently placed before the court. With this service gone, in certain very difficult cases, the court may look to the PGT to fulfill its *parens patriae* jurisdiction and act as advocate for the child.

IV. FUNDING STRUCTURE

A. HISTORY

Prior to 1989, the PGT was funded by voted monies. Fees and commissions paid by clients were deposited to the Consolidated Revenue Fund (CRF). A 1988 study determined that the PGT should operate by a Special Account. Revenues would be deposited to the Special Account and expenditures would be paid from it.

The Special Account was established in 1989. In addition, the government recognized there were certain additional public services performed by the PGT that were not cost recoverable. From 1989 to 2001, the Minister of Finance and Corporate Relations directed that the PGT receive the interest earned on inactive estates⁴ as another source of revenue.

Beginning in 1993-94 voted funds were once again provided by the Ministry of the Attorney General. These funds ensured that services could be provided in areas not subject to fees and revenue, such as implementation of the Adult Guardianship Legislation. In addition, voted funds made up for revenue shortfalls in areas where the fees and commissions charged were not adequate to cover costs. During 2001/2002, fees and commissions paid by clients accounted for 62% of total revenue.

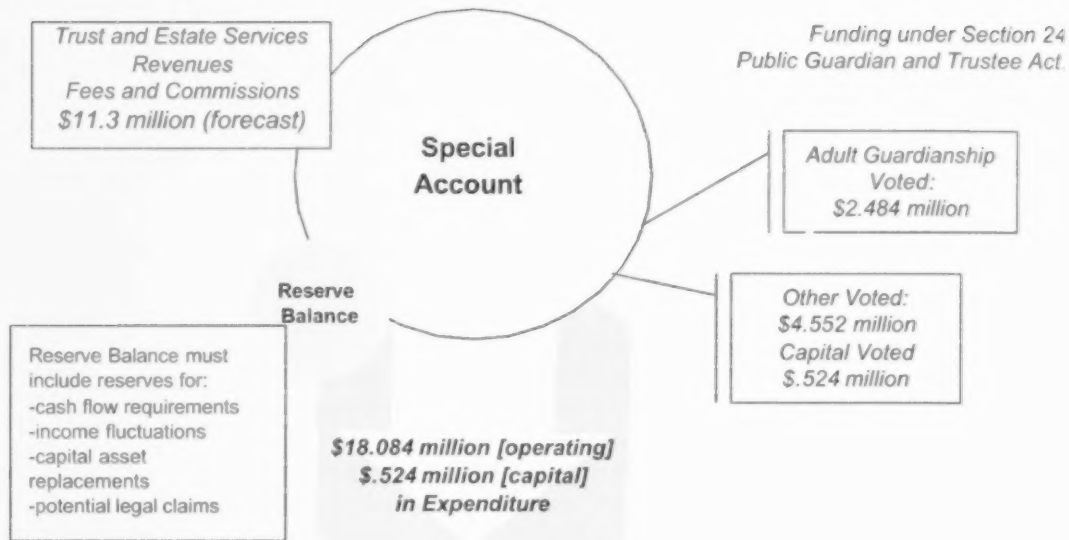
In 2002/2003, as part of the Core Services Review of the PGT, the Government approved an increase to certain PGT fees and commission set by regulation. The Government's objective was to better reflect the costs of providing the services for which the fees and commissions are charged. In addition, the Core Services Review examined a number of alternative ways to structure the financial arrangements between the PGT and the government. In the end it concluded that no substantial change was needed. It recommended, however, that certain incoming funds – characterized as recoveries – be retained to provide additional flexibility in offsetting expenditures.

B. CURRENT STRUCTURE

The chart that follows shows the various funding sources of the PGT.

3. Estates are deemed to be inactive by the PGT's office when efforts to locate heirs and beneficiaries are unsuccessful. Funds were, until March 2001, held by the office for 10 years prior to escheating to the Crown as unclaimed monies. With the application of the *Unclaimed Property Act* to estate funds held by the PGT, this funding source was replaced by voted funding beginning in April 2001.

Financing Formula for 2002- 2003



C. PUBLIC GUARDIAN AND TRUSTEE FEE REGULATION

With minor variations the fees and commissions charged by the PGT during 2002/2003 are based on the following percentages:

- **Income Commission**
 - 5% of income received
- **Capital Commission**
 - 5% of the value of assets/cash
 - 7% in estate administration
- **Asset Management Fee**
 - 0.4 of 1% per annum on the gross value of all assets, computed monthly. This is charged on those assets for which a value can be reliably determined, e.g., cash, bonds, term deposits, debentures, real properties, segregated investment accounts, equities, investment fund units, and RRSPs.

In addition, the PGT charges certain flat fees ranging from \$100 to \$750 depending on the nature of the service provided. Full details on fees charged are available in the *Public Guardian and Trustee Fees Regulation*.

As noted above, as a result of the Core Services Review, PGT fees and commissions will be increased in some areas, including the institution of a minimum fee of \$3,500 for estate administration. The fee changes are designed to reduce the costs to the general public of services that while clearly in the public interest to provide, primarily benefit only the client or another private interest. Final government approval of the specifics of the fee increases is currently pending.

D. ASSET PROFILE OF CLIENTS

Under current law, when carrying out certain mandatory statutory functions, the PGT has been required to deliver services regardless of the circumstances. With the proposed new legislation stemming from the Core Services Review, the PGT will be permitted to decline services in certain areas where the cost of providing the service significantly outweighs the public interest in having the service performed. Mandatory statutory functions continue regardless of ability to pay in important public interest areas.

Asset profile of clients:

65% of PGT clients have assets under \$10,000. The average value of these accounts is only slightly over \$3,400 each.

The following table summarizes the value of client assets as of August, 2002. In addition to cash, the value includes real property, household effects, jewelry and other non-cash related assets.

All Assets	Number of Accounts	%	Total \$ Value	% of Total Value
under \$10,000	12,298	65.1	\$42 million	7.1
\$10,000 to \$50,000	4,469	23.6	\$100 million	17.0
\$50,000 to \$100,000	926	4.9	\$65 million	11.1
\$100,000 to \$500,000	1,047	5.5	\$218 million	37.0
over \$500,000	178	0.9	\$164 million	27.8
Totals	18,918	100.0	\$689 million	100.0

V. THE SERVICE DELIVERY PLAN

A. FRAMEWORK

The Service Delivery Plan contains goals, objectives and performance measures for the years 2002/2003 – 2004/2005. As noted in the Preface, the Service Delivery Plan was redeveloped part way through the year as a result of the Core Services Review. While strongly affirming the overall direction and mandate of the PGT, the Core Services Review produced some refinements and suggestions for change in the manner in which PGT services are delivered. The redeveloped 2002-2005 Plan has sought to capture those changes.

The PGTBC initiated formal performance target setting for the year 2001/2002 in the Corporate Performance Plan. Results for 2001/2002 were publicly reported as part of the PGT's Annual Report published in September 2002, as required by s. 25 of the *Public Guardian and Trustee Act*. Results for 2002/2003 will be published in September 2003.

The PGT's Service Delivery Plan is designed with the "balanced scorecard"⁵ approach to planning. The balanced scorecard links an organization's goals and objectives to a variety of quantitative and qualitative performance measures. A balanced scorecard examines "not what's easy but what really matters."⁶ For the PGT, what matters are its clients, operational effectiveness, staff, and fiscal management, including the management of client funds.

The overall goals, objectives and performance measures, along with the assumptions, risks and risk management strategies that accompany them, are briefly discussed below and are more fully set out in the table following the discussion.

B. ASSUMPTIONS

The 2002-2005 Service Delivery Plan was re-developed based on a number of assumptions. These are:

1. General:

- The regulatory and statutory changes, including approval of new fee regulations that were recommended as part of the Core Services Review process, will be passed by the Lieutenant Governor-in-Council or Legislature, as the case may be, and brought into effect within a reasonable period of time.
- The demand for PGT services will continue to rise in the area of Adult Services and will level off and then modestly decline in both Child and Youth Services and Estate Administration with the establishment of legislatively defined thresholds below which the PGT may decline to provide service.
- There will be staff continuity in key positions in the organization.

⁵ The "balanced scorecard" was a concept introduced by Robert S. Kaplan and David P. Norton in "Using the Balanced Scorecard as a Strategic Management System," *Harvard Business Review*, Jan/Feb 1996.

⁶ From Helen Hasan and Hendirka Tibbits, "Strategic Management of Electronic Commerce: an adaptation of the Balanced Scorecard," found at www.uow.edu.au/hasan/aica/hasan-tibbits.htm

2. Financial:

- Projections related to the BCGEU and other agreements have been included for fiscal 2002/2003 at an amount determined by the Ministry of the Attorney General. At the direction of the Ministry, no provision has been made for an increase for 2003/2004 or 2004/2005. (The existing benefits percentage of 22.6% was used for all three years of the plan.)
- A rate of return of 4.0% has been projected when calculating revenues for 2002/03, and 4.5% for both 2003/2004 and 2004/05.
- Estimates of increased revenues from fees and commissions are based on implementation of the Core Services Review recommendations.
- Costs associated with services are projected at status quo levels with some allowances for increases and decreases where warranted by changes in legislation, changes in usage, or by estimated contractual obligations.
- Voted funds are provided in accordance with amounts set out in this Plan. These amounts were established by the Ministry of the Attorney General in its Service Delivery Plan.

C. RISKS

- Performance targets related to regulatory and legislative changes may not be met if changes are delayed or do not proceed.
- Unexpected loss of employees in key areas could jeopardize activities such as backlog reduction.
- Financial constraints including limitations on MAG voted funds may compromise the PGT's future ability to deliver services and provide adequate staff training.
- Restructuring of services in other public sector organizations may increase workload of PGT.
- The costs of opening and maintaining regional offices in Victoria and Kelowna may exceed projections.
- The PGT's ability to collect and update performance data may not keep pace with expectations.
- Information technology infrastructure, including trust and information management systems, may fail to meet demands for new applications and performance standards.

D. RISK MANAGEMENT STRATEGIES

- Phasing-in of regulatory and legislative changes will enable a wider range of legislative vehicles to be utilized in bringing about Core Services Review outcomes and provide a smoother and easier way to manage the process of change.
- Continuing development of written policies and procedures enables better transfer of information and expertise between staff members and increases consistency in service standards.

- Extension of the Voluntary Departure and Early Retirement Incentive Programs enables better transition planning.
- Early implementation of changes to increase recoveries and offset voted reductions will help to protect service standards while changes to service delivery are underway.
- Career development through internal temporary assignments and implementation of a staff interchange program will provide hands-on training opportunities.
- Developing working relationships with new public sector organizations, e.g. child protection authorities, will ensure that the extent and limitations of the PGT's mandate are understood.
- Phasing in of regional service delivery will enable better monitoring of costs.
- Documenting the process of collecting data for all performance measures will simplify on-going data collection and enhance the consistency and reliability of results.
- Moving to a more stable hardware and software platform will help to revitalize the trust and information management system (COMET).

E. GOALS

The revised Service Delivery Plan is founded upon six goals. They are:

1. Property and financial interests of PGT clients will be well managed.
2. Personal interests of PGT clients will be protected.
3. Statutory protective and monitoring services will be delivered in an appropriate, timely and fair manner.
4. The PGT will contribute to public awareness, policy issues and law reform initiatives to promote the interests of its clients.
5. The PGT will improve its ability to deliver effective and efficient services to clients.
6. The PGT will maintain a work environment that attracts, develops and empowers staff to deliver quality service.

These six goals are very similar to six of the seven goals that formed the basis of the original 2002-2005 Service Delivery Plan. The seventh goal dealt with the issue of finding a new financial and governance relationship between the PGT and the government. This issue was very carefully examined as part of the Core Services Review and the conclusion reached that changing the relationship is not a current government priority. The PGT, therefore, has deferred further progress towards this goal and removed it from the list.

Minor wording changes have been made to the six remaining goals for the purpose of clarifying their meaning and more carefully relating them to the objectives they support.

F. OBJECTIVES

The objectives set out in the service delivery plan are linked to the goals. Some objectives are specific to one of the three program areas, and some cover the organization as a whole.

Approximately one-third of the objectives in the revised Service Delivery Plan are new, the remainder are the same as, or slightly revised from, the original Plan. The new objectives are largely related to Core Services Review changes, including several linked to statutory amendments that will better enable the PGT to direct and control its resources in ways that provide the greatest public benefit.

Other new objectives of the PGT deal with forming new relationships or improving existing relationships with various community groups and agencies. These include legal groups, new child protection and guardianship authorities including Aboriginal authorities, and agencies involved in developing Community Resource Networks.

As in the original Plan, many objectives are related to providing timeliness of service. The PGT has three areas where backlogs in service remain an ongoing concern – Private Committee Services, Estate Liaison, and Estate Administration. All were examined carefully during the Core Services Review and the existing procedures in place for addressing those backlogs were affirmed.

Finally, a number of efficiency objectives are set out that are aimed at focusing PGT resources on clients for whom the active involvement of the PGT is a key factor in reducing their risk of financial or physical harm. This requires acceptance of a reduced level of service to those clients who face a lower risk of harm.

G. PERFORMANCE MEASURES

1. Transitional Issues

The area of greatest change between the original and revised 2002-2005 plans is in the performance measures. As these changes came too late in 2002/2003 to be applied retroactively without causing considerable disruption, the 2002-2005 Plan contains measures from both the original Plan and the revised Plan.

As a consequence of including both sets of measures, some of the measures set out in the Table have a target for only the 2002/2003 year. These measures are ones that are not being continued into the revised Plan. Some have targets for only 2003/2004 and 2004/2005. These are new measures introduced as part of the revised Plan, with no precise counterpart in the original plan. Finally, there are measures that apply to all three years of the Plan. These performance measures are common to both the original and revised plans.

2. Reliability of Data

The PGT continues to improve the reliability of the data and information used to measure performance. Data used in the 2001/2002 Performance Report was screened and categorized by senior management as to its reliability. In general, the data was found to be reliable or highly reliable. Comments by the Auditor General concerning this data supported its general reliability. The PGT is taking steps to further improve reliability by documenting the process of data collection and strengthening the controls used to ensure the completeness and accuracy of the data.

Computerized methods for collecting and reporting data are continuing to be developed. In the interim, the PGT relies on manual methods of collection. These methods, while no less accurate than computer generated data, are much more time and resource intensive.

3. Comparability

The PGT is a unique organization without private sector comparators. Comparisons with public guardians and public trustees in other jurisdictions are difficult because of the variations in services and service delivery mechanisms, but efforts are being made to establish benchmarks in areas that will produce useful comparative data. The results of these efforts will likely be available in future years.

H. REPORTING

The results of this plan will be publicly reported in the PGT's annual report as required under the *Public Guardian and Trustee Act*, s.25. The annual report, provided to the Attorney General by September 30 of each year and thereafter tabled in the Legislative Assembly, must contain:

- (a) audited financial statements on the stewardship of trusts and estates under administration,
- (b) audited financial statements on the operations of the office of the Public Guardian and Trustee,
- (c) a statement of the extent to which the office of the Public Guardian and Trustee has met the performance targets and other objectives established in the service delivery plan under section 22, and
- (d) the Auditor General's report on the statement referred to in paragraph (c).

Under s. 26 of the *Public Guardian and Trustee Act* the financial statements of the Public Guardian and Trustee must be audited by the Auditor General. The Auditor General also reports on the PGT statements on the extent to which performance targets were achieved. The PGT statements are prepared using Canadian generally accepted accounting principles. However, the Public Accounts of British Columbia are prepared using generally accepted accounting principles for senior governments. Both sets of principles are valid but the difference means that there will be variances between amounts reported in the Public Accounts and those set out in the PGT statements.

For budget purposes, Public Accounts figures for the PGT are used as these are the amounts against which budgetary results are measured. These amounts also correspond to the expenditure and revenue approvals appearing in the Estimates.

I. DETAILED TABLE OF SERVICE DELIVERY PLAN

Goal	Objective	Performance Measures/Targets
I. PROPERTY AND FINANCIAL INTERESTS OF PGT CLIENTS WILL BE WELL MANAGED.		
Child & Youth Services		
I.	(a) Decisions regarding disbursements from children's trusts will be made in a timely manner.	(i) Percentage of decisions regarding disbursements from children's trusts completed within 20 days of the guardian or client's request (2002/03 – 85%). (ii) Percentage of decisions regarding disbursements from children's trust excluding real estate and maintenance completed within 15 days of the guardian or client's request (2003/04 – 85%; 2004/05 – 90%).
	(b) The entitlement of children in care to financial benefits and the existence of legal claims will be identified and acted upon in a timely manner.	(i) Percentage of children for whom PGT is Guardian of Estate under the <i>Child Family and Community Services Act</i> , where the PGT is notified within 40 days of appointment (2002/03 – 85%). (ii) Percentage of cases where PGT is Guardian of Estate where financial entitlements and legal claims are identified and action commenced within 6 months of being notified by MCFD (2002/03 – 70%). (iii) Percentage of cases where PGT is Guardian of Estate where financial entitlements and legal claims are identified and acted upon within 60 days of being notified by MCFD (2003/04 – 85%; 2004/05 – 90%).
	(c) The PGT will focus child and youth resources by facilitating implementation of new statutory provisions that will transfer responsibility to act as trustee for small trusts to parents and guardians.	(i) Plan for the new service delivery model developed and legislative changes recommended to the Attorney General by March 31, 2005.
Services to Adults		
I.	(d) Property interests of Committee of Estate clients will be identified and secured.	(i) Percentage of personalized case plans, covering property, effects, legal issues and living arrangements will be developed and implemented for new clients within 6 months of PGT appointment as Committee of Estate (2002/03 – 2004/05 – 70%).
	(e) Clients' property and assets will be managed in a timely, efficient and prudent manner.	(i) Percentage of client receipts processed within 5 business days (2002/03 – 75%; 2003/04 – 80%; 2004/05 – 85%). (ii) Percentage of bills processed within 15 business days (2002/03 – 75%; 2003/04 – 80%; 2004/05 – 85%). (iii) The ratio of substantiated complaints to the Ombudsman regarding management of a client's property and assets will be less than 4/1000 in 2002/03.

Goal	Objective	Performance Measures/Targets
Services to Adults		
1.	(f) Administration of former client's affairs will be completed in a timely manner.	(i) Percentage of Estate Liaison files where more than two years has elapsed following termination of active committee ship (2002/03 – 40%; 2003/04 – 35%; 2004/05 – 30%).
Estate Administration		
1.	(g) Deceased clients' property will be secured in a timely manner.	(i) Physical assets of new estates secured within 15 days of notification of death in 75% of estates, and within 25 days of notification of death in 90% of estates. (All years)
	(h) Estate distributions will be made to heirs and beneficiaries rather than escheating to the Crown.	(i) Percentage of estates over \$20,000 that are distributed to heirs and beneficiaries rather than escheating (2002/03 – 2004/05 – 70%).
	(i) Estates under administration will be concluded in a timely manner.	(ii) Percentage of estate distributions that pay directly to the rightful heirs with no percentage-based heir tracers involved (2002/03 – 80%).
	(j) The PGT will focus resources by exercising discretion over administration of deceased estates in accordance with planned new statutory provisions.	(i) Reduction in the number estate administrations opened before April 1, 1995 by 180 in 2002/03; 120 in 2003/04 and 100 in 2004/05.
		(i) Policy and procedures developed to address the planned new ability to exercise discretion over the administration of estates by September 30, 2003.
Organization-Wide Services		
1.	(k) Client investments will be managed prudently.	(i) Personalized investment plans developed and implemented for clients with financial assets over \$50,000 (2002/03 – 95%; 2003/04 – 95%; 2004/05 – 95%).
		(ii) Investment returns for all three pooled funds match or exceed established benchmarks.
		(iii) Investment plans subject to review according to the assessed level of risk associated with the client investment portfolio will be completed within the year (2003/04 – 75%; 2004/05 – 95%).
	(l) Enhanced control over financial transactions involving client assets will be ensured.	(i) Internal audit and advisory department services 5 year plan approved and implemented by March 2003.
		(ii) A review of at least one performance measure/target involving financial transactions will be completed as part of the annual internal audit plan.

Goal	Objective	Performance Measures/Targets
2. PERSONAL INTERESTS OF PGT CLIENTS WILL BE PROTECTED		
Child & Youth Services		
2.	(a) High quality budget plans will be developed for clients who have been awarded significant funds for costs of future care.	(i) Percentage of clients awarded funds in excess of \$50,000 for cost of future care whose care needs and associated costs are assessed within 120 days of PGT being named trustee and receiving trust funds. (2002/03 – 90%) (ii) Effective and comprehensive budget plans for clients awarded funds in excess of \$50,000 for cost of future care developed, implemented and annually reviewed. (2003/04 – 80%; 2004/05 – 80%)
	(b) High quality budget plans will be developed for clients where ongoing assistance with day to day maintenance has been approved.	(i) Percentage of budget plans developed, implemented and annually reviewed for clients where ongoing assistance with day to day maintenance is approved (2003/04 – 80%; 2004/05 – 90%)
Services to Adults		
2.	(c) Clients for whom the PGT acts as Committee of Person will receive individualized service.	(i) Percentage of new Committee of Person clients who are visited by PGT staff within 6 weeks of appointment (2002/03 – 90%; 2003/04 – 90%; 2004/05 – 90%). (ii) Percentage of ongoing Committee of Person clients who are annually visited by PGT staff (2002/03 – 80%; 2003/04 – 80%; 2004/05 – 80%)
	(d) Health care decisions will be made in a high quality and timely manner.	(i) Percentage of minor health care decisions made within 1 working day of all relevant information being received, and major health care decisions made within 3 working days of all relevant information being received (2002/03 – 80%; 2003/04 – 85%; 2004/05 – 85%). (ii) Percentage of major health care decisions made by the PGT that are not substantially changed by the Health Care and Care Facility Review Board or the Supreme Court of British Columbia (2002/03 – 95%; 2003/04 – 95%; 2004/05 – 95%).

Goal	Objective	Performance Measures/Targets
3. STATUTORY AND PROTECTIVE AND MONITORING SERVICES WILL BE DELIVERED IN AN APPROPRIATE, TIMELY AND FAIR MANNER.		
Child & Youth Services		
3.	(a) Settlement reviews of children's legal claims will be carried out in a timely and high quality manner.	(i) Percentage of proposed settlements that are reviewed and the parties advised of the PGT position within 60 days of all relevant information being received (2002/03 – 90%; 2003/04 – 95%; 2004/05 – 95%). (ii) For proposed settlements under \$5,000, the average number of days to review and advise the parties of PGT position regarding proposed settlements once all relevant information is received (2003/04 – 25 days; 2004/05 – 20 days). (iii) A proposal to establish a Liaison Committee with the Trial Lawyers Association of BC (TLABC) presented to TLABC by March 31, 2003. (iv) Percentage of judges reporting satisfaction with the quality of PGT recommendations on unliquidated damage claims with proposed settlements of over \$50,000 (2002/03 – 70%).
Services to Adults		
3.	(b) PGT will take steps to protect the assets of adults at risk for abuse, neglect and self-neglect.	(i) Percentage of cases where, on confirming that the assets of an apparently abused or neglected adult unable to seek support and assistance are at significant risk and in need of immediate protection, protective steps are taken under s.19 of the <i>Public Guardian and Trustee Act</i> within 1 working day (2002/03 – 85%; 2003/04 – 85%; 2004/05 – 90%). (ii) Percentage of investigations of abuse or self-neglect that were initiated with action plans (2003/04 – 90%; 2004/05 – 90%). (iii) Percentage of Community Response Networks that have developed protocols or other mechanisms to facilitate abused or neglected adults to receive support and assistance (2002/03 – 75%).
	(c) The PGT will focus monitoring services of Private Committees by performing a risk assessment of all received accounting submissions and by giving priority to high risk client situations.	(i) Percentage of financial reviews of high risk client situations initiated within 60 days of receipt (2003/04 – 70%; 2004/05 – 75%).
	(d) Private Committee reviews will be completed in a timely manner.	(i) Average age of Private Committee accounts that have been submitted for passing and are awaiting PGT review (2002/03 – 10 mos; 2003/04 – 8 mos; 2004/05 – 7 mos.).

Goal	Objective	Performance Measures/Targets
4. THE PGT WILL CONTRIBUTE TO PUBLIC AWARENESS, POLICY ISSUES AND LAW REFORM INITIATIVES TO PROMOTE THE INTERESTS OF CLIENTS.		
Child & Youth Services		
4.	(a) The PGT will develop an understanding with aboriginal communities regarding the management of Guardian of Estate matters affecting children and youth.	(i) By September 30, 2003, liaison established with at least one interim aboriginal child welfare authority to delineate mutual roles and responsibilities of the PGT and the interim aboriginal child welfare authority on Guardian of Estate matters.
Organization-Wide Services		
4.	(b) The PGT will make relevant, useful and affordable recommendations to government for law reform affecting clients.	(i) A report delivered to the Attorney General by March 31, 2004 on whether, and if so, how to reform the law affecting the appointment, duties and supervision of long term substitute decision makers for mentally incapable adults.
	(c) The PGT will promote an understanding of its role among stakeholders and the public.	(i) Priority public education documents published in alternative formats by March 31, 2003. (ii) Plan developed to meet the needs of clients with special communication and linguistic needs by March 31, 2003. (iii) PGT role explained by PGT representatives at 50 stakeholder conferences/events and other public education forums in each of 2003/04 and 2004/05.
5. THE PGT WILL IMPROVE ITS ABILITY TO DELIVER EFFECTIVE AND EFFICIENT SERVICES TO CLIENTS.		
Services to Adults		
5.	(a) PGT services will be equitable and accessible.	(i) Percentage of clients for whom the PGT manages affairs are served locally: March 31, 2003 – 60%; March 31, 2004 – 70%; March 31, 2005 – 75%. (ii) Plan implemented to meet the needs of clients with special communication and linguistic needs by March 31, 2005.
	(b) Mission critical information technology systems and processes will be maintained and enhanced.	(i) Trust accounting and case management information technology revitalized and enhanced by March, 2005.
Organization-Wide Services		
5.	(c) Client service will be delivered in accordance with established standards and policies.	(i) Correspondence and telephone response time standards developed for all areas of the organization by March 31, 2003. (ii) A multi-year plan will be developed by March 31, 2004, to monitor delivery of service to clients in accordance with key policies.

Goal	Objective	Performance Measures/Targets
6. THE PGT WILL MAINTAIN A WORK ENVIRONMENT THAT ATTRACTS, DEVELOPS, VALUES AND EMPOWERS STAFF TO DELIVER QUALITY SERVICE.		
Organization-Wide Services		
6.	(a) The PGT rewards, recognizes and values its employees and fosters an environment of continuous individual and organizational learning.	(i) Development and/or revision and implementation by March 31, 2003 of a major human resources and/or staff development policy or program as set out in the PGT Human Resources Strategic Plan. (ii) Percentage of new staff receiving relevant orientation within 45 days of commencing employment (2002/03 – 80%). (iii) Average number of training days per staff per year per FTE (2002/03 – 2004/05 – 2 days). (iv) Percentage of staff that believe that they have the necessary training to do their current work well (2002/03 – 60%). (v) Level of staff satisfaction with the PGT STAR Award Program (2003/04 – 50%; 2004/05 – 70%). (vi) PGT Staff Interchange Program established by March 31, 2005.

VI. RESOURCES

A. OPERATING COST PROJECTIONS⁷

Program	2002-2003		Net
	Operating Revenue	Operating Expenditure	
	All amounts are quoted in thousands of dollars		
Trust and Estate Services ⁸			
Services to Adults	5,895	6,241	(346)
Estate Administration	2,227	3,275	(1,048)
Child and Youth Services	2,321	2,619	(298)
Public Services ⁹			
Services to Adults	200	4,424	(4,224)
Child and Youth Services	575	1,488	(913)
Voted Funding	7,290		7,290
Revenue in excess of expenditure			461

⁷ Costs of central services that cannot be directly charged to a program area are allocated as follows:

- Executive Office and Planning, Policy and Communications charged as an equal percentage to each area.
- Financial services including investment charged to program areas based on a percentage of transactions generated.
- Administration, Human Resources and Planning and Budget services charged to program areas based on a percentage of staffing.

⁸ Trust and Estate Services include Client Services and Estate Liaison in Services to Adults; Estate Administration Services and Guardian and Trust Services in Child and Youth.

⁹ Public Services include Adult Guardianship [Health Care Consent, Community Liaison, Community Response Networks and response to Abuse and Neglect], Assessment and Investigation and Private Committee Services in Services to Adults and guardianship to children in infant settlements and other legal reviews in Child and Youth Services.

A. OPERATING COST PROJECTIONS (cont'd)

Program	2003-2004			2004-2005		
	Operating Revenue	Operating Expenditure	Net	Operating Revenue	Operating Expenditure	Net
<i>All amounts are quoted in thousands of dollars</i>						
<i>Trust and Estate Services¹⁰</i>						
Services to Adults	6,304	8,009	(1,705)	6,437	8,267	(1,830)
Estate Administration	2,417	3,251	(834)	2,631	3,272	(641)
Child and Youth Services	2,265	1,543	722	2,263	1,568	695
<i>Public Services¹¹</i>						
Services to Adults						
- Assessment & Investigation	0	583	(583)	0	585	(585)
- Committee of Person	0	273	(273)	0	273	(273)
- Private Committee Services	445	1,072	(627)	445	1,079	(634)
- Health Care Consent	0	601	(601)	0	603	(603)
- Adult Guardianship	0	681	(681)	0	589	(589)
- Community Response Networks	0	100	(100)	0	0	0
Child and Youth Services						
- Guardian for Children in Care	85	747	(662)	85	758	(673)
- Infant Settlement Reviews & other legal	625	1,328	(703)	625	1,337	(712)
Notices	340	318	22	340	322	18
Voted Funding			6,497			6,950
Revenue in excess of expenditure			472			1,123
Projected permanent FTEs			212			214

Rounding differences may be present

¹⁰ Trust and Estate Services include Client Services and Estate Liaison in Services to Adults; Estate Administration Services and Trust Services in Child and Youth.

¹¹ Public Services include Adult Guardianship [Health Care Consent, Community Liaison, Community Response Networks and response to Abuse and Neglect], Assessment and Investigation and Private Committee Services in Services to Adults and guardianship to children in care infant settlements and other legal reviews in Child and Youth Services.

B. SPECIAL ACCOUNTS SUMMARY

	Public Accounts	Service Delivery Plan			
	2001-2002	2002-2003	2003-2004	2004-2005	
Special Account equity beginning balance	\$7,742	\$9,481	\$11,004	\$11,476	
Total self-generated and voted funding	20,477	19,571	17,823	18,307	
Total Operating Expenditure	18,738	18,048	17,351	17,184	
<i>Excess of revenue over expenditure</i>	1,739	1,523	472	1,123	
Capital expenditure	598	919	889	794	
Adjustment for capitalization of assets	(598)	(919)	(889)	(794)	
	0	0	0	0	
Special Account Equity Ending Balance	\$9,481	\$11,004	\$11,476	\$12,599	
Forecast net change in adjustments	276	(378)	(782)	(972)	
Special Account Cash Balance	\$9,757	\$10,626	\$10,694	\$11,627	

Rounding differences may be present.